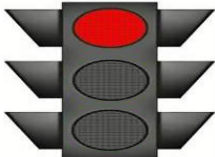
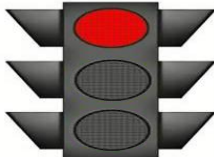
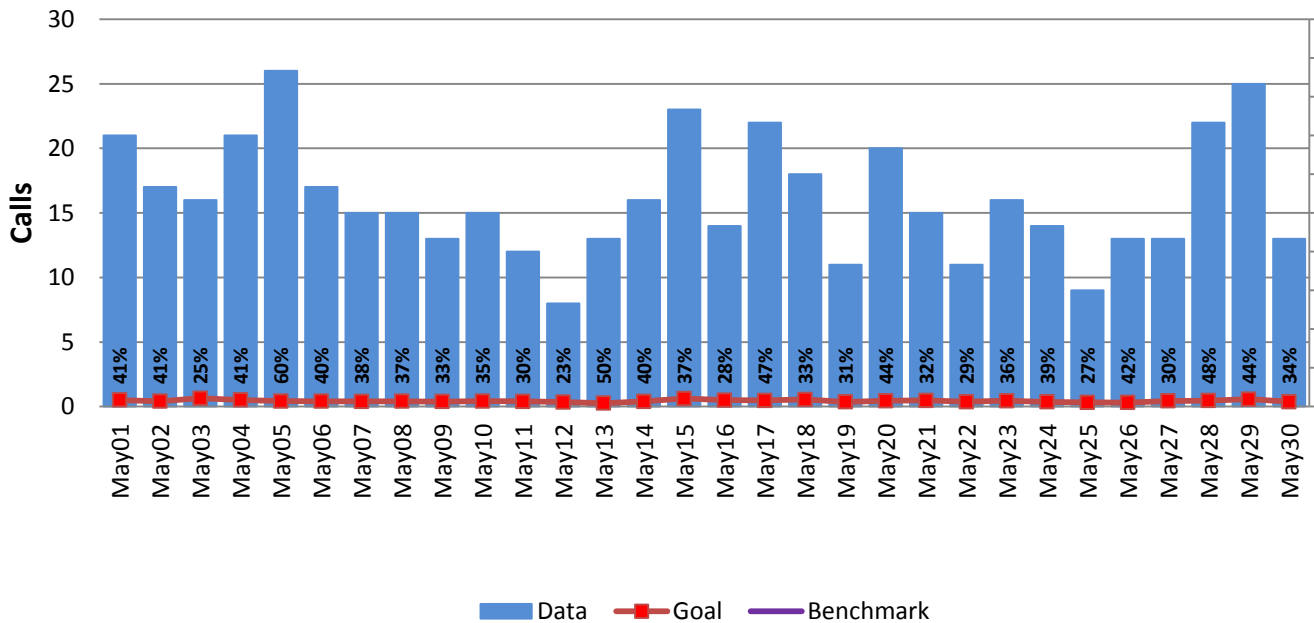
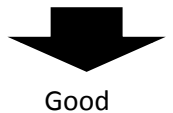


Pickup to Dispatch EMS Calls Exceeding 135 seconds  
Emergency Management Agency  
6/17/2013



Measurement Method		Why measure?		What is our goal?	
The number of 911 calls that took longer than 135 seconds to dispatch an EMS unit		Improving EMS Service Delivery is a strategic goal in the <a href="#">Mayor's Strategic Plan</a>		< 1% of EMS calls dispatched in more than 135 seconds for calls that require pre-arrival medical Instruction	
How are we doing?					
May Monthly Goal	May Monthly Actuals		May31 Goal	May31 Actual	
13	499		0	13	
Calls	Calls		Calls	Calls	
Note: Raw data supporting this chart will be available on the open data portal in the future. <a href="http://portal.louisvilleky.gov/service/data">http://portal.louisvilleky.gov/service/data</a>				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

## Pickup to Dispatch EMS Calls Exceeding 135 seconds



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